

Our Complaints Handling Procedure

Overview

Biala Wind Farm takes all complaints very seriously and aims to acknowledge and resolve complaints in a timely manner.

This document sets out our commitment to the public regarding the management and resolution of complaints. It is made available on our website.

What is a complaint and who can make a complaint?

We define a complaint as an expression of dissatisfaction made to or about Biala Wind Farm, related to its services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

It is helpful to us if complainants clarify that they are lodging a complaint rather than an enquiry.

We acknowledge that anyone has a right to lodge a complaint and we will ensure that all the complaints we receive will be managed respectfully, objectively and efficiently.

How to make a complaint

You can lodge a complaint by:

- Using our online form - <http://bialawindfarm.com/contact-us/>
- Calling us on our toll-free phone: 1800 370 045. Please note this is an answering service and we will call you back after we receive your message.
- Emailing us on the address - info@bialawindfarm.com
- Writing to us at: Biala Wind Farm, Suite 3, level 21, 1 York Street, Sydney, NSW 2000.
- In person by prior arrangement via our head office in Sydney.

The more detail you can include in your complaint, the easier it is for us to try and find a resolution. For instance, if your complaint is about noise from the wind turbines, it is helpful for us if you can provide:

1. A description of the noise which was causing an impact.
2. Time and date of occurrence of noise.
3. How long you could hear the noise for.
4. The weather conditions at the time you could hear the noise.

What we do when you make a complaint

Where your complaint is made in person, we will acknowledge and provide an initial response immediately if possible, or if it is not possible, on the following working day.

Where your complaint is made by phone, email or via the website, we'll ensure that we provide an initial response by the following working day.

If your complaint is received by post with no email or phone contact details provided, we will provide a written response within five working days.

If we are unable to resolve your complaint at the time it is raised, we will provide a proposed resolution or update within five working days. You can also contact us to check how your complaint is progressing at any time.

We are committed to resolving all complaints promptly. However, some complaints are complex and may take longer than five days to resolve. We will contact you where further investigation is needed and will keep you informed regarding the progress of your complaint.

In all instances we will let you know the results of our investigations and how we propose to resolve your complaint. We will aim to include the following in our response:

1. What actions we have taken.
2. A summary of the outcome.
3. The reasons behind any decisions made.
4. Any remedy or resolutions offered.

We will request feedback from you on whether you consider your complaint closed. Depending on your feedback we will close your complaint. However, if no response is received from yourself within 10 working days, the complaint will be considered closed.

If you would like your complaint further investigated

If you feel we have not resolved your complaint to your satisfaction, then you can escalate your complaint by contacting the following offices:

- Office of the National Wind Farm Commissioner
 - Website - <https://www.nwfc.gov.au/>
 - Email - nwfc@environment.gov.au
 - Post - National Wind Farm Commissioner, PO Box 24434, Melbourne VIC 3001
 - Telephone – 1800 656 395
- NSW Department of Planning and Environment Compliance Team
 - Phone - 1300 305 695
 - Email - information@planning.nsw.gov.au
- Environmental Protection Authority (EPA)
 - Website - <http://www.epa.nsw.gov.au/>
 - Environment Line phone - 131555

Complaints Register

In accordance with Condition 4.9 of the wind farm's Development Approval, it is a requirement for us to record all complaints in a Complaints Register. Your privacy is very important to us and your information will be kept confidential. An anonymous version of this Complaints Register is available on our website. It is updated monthly.